

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  <i>(Use as many sheets as necessary)</i>				<b>Complete if Known</b>	
				Application Number	10/589,593
				Filing Date	February 18, 2005
				First Named Inventor	Brian Roundtree
				Art Unit	N/A
				Examiner Name	Not Yet Assigned
Sheet	1	of	2	Attorney Docket Number	416588002US1

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
		US-20020034940	03-21-2002	Takae et al.	
		US-20020065109	05-30-2002	Mansikkaniemi et al.	
		US-20020112172-A1	08-15-2002	Simmons	
		US-20020128036	09-12-2002	Yach et al.	
		US-20030039948	02-27-2003	Donahue	
		US-20030112931	06-19-2003	Brown et al.	
		US-20030204725	10-30-2003	Itoi et al.	
		US-20040005051-A1	01-08-2004	Wheeler et al.	
		US-20040142720	07-22-2004	Smethers	
		US-20040172561-A1	09-02-2004	Iga	
		US-20040193444	09-30-2004	Hufford et al.	
		US-20060003758	01-05-2006	Bishop et al.	
		US-20060245391	11-02-2006	Vaidya et al.	
		US-20070173237	07-26-2007	Roundtree	
		US-5,675,628	10-07-1997	Hokkanen	
		US-5,845,211	12-01-1998	Roach, Jr.	
		US-6,199,045	03-06-2001	Giniger et al.	
		US-6,301,480	10-09-2001	Kennedy, III et al.	
		US-6,368,205	04-09-2002	Frank et al.	
		US-6,370,399	04-09-2002	Phillips	
		US-6,424,945	07-23-2002	Sorsa et al.	
		US-6,430,407	08-06-2002	Turtiainen et al.	
		US-6,496,979	12-17-2002	Chen et al.	
		US-6,646,570	11-11-2003	Yamada et al.	
		US-6,654,594	11-25-2003	Hughes et al.	
		US-6,766,017	07-20-2004	Yang et al.	
		US-6,792,280	09-14-2004	Hori et al.	
		US-6,909,910	06-21-2005	Pappalardo et al.	
		US-6,944,447	09-13-2005	Portman et al.	
		US-6,970,698	11-29-2005	Majmundar et al.	
		US-7,177,665	02-13-2007	Ishigaki et al.	
		US-7,194,257	03-20-2007	House et al.	
		US-7,353,016	04-01-2008	Roundtree et al.	

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear
		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> (if known)			
		GB-2340344	02-16-2000	Nokia Mobile Phones Ltd	

Examiner Signature	/Stephen D Agosta/	Date Considered	04/05/2010
-----------------------	--------------------	--------------------	------------

41658-8002.US01/LEGAL14537526.1

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /SD/

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for form 1449/PTO				<b>Complete if Known</b>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  <i>(Use as many sheets as necessary)</i>				Application Number	10/589,593
				Filing Date	February 18, 2005
				First Named Inventor	Brian Roundtree
				Art Unit	N/A
				Examiner Name	Not Yet Assigned
Sheet	2	of	2	Attorney Docket Number	416588002US1

NON PATENT LITERATURE DOCUMENTS				
Examiner Initials	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>	
		3rd Generation Partnership Project. "Specification of the SIM Application Toolkit for the Subscriber Identity Module - Mobile Equipment (SIM-ME) Interface (Release 1999)," 3GPP Organizational Partners, 2004, 143 pages		
		Center for Customer Driven Quality at Purdue University, "It's the Solution, Stupid," 2004, 2 pages		
		Gartner, "Contact Center Investment Strategy and Leading Edge Technologies," <a href="http://www.gartner.com/4_decision_tools/measurement/measure_it_articles/2002_12/contact_center_investment_strategy.jsp">http://www.gartner.com/4_decision_tools/measurement/measure_it_articles/2002_12/contact_center_investment_strategy.jsp</a> , accessed on 7/8/2008, 4 pages		
		International Search Report for International Application No. PCT/US05/5517, dated 6 July 2005, Applicant SNAPin Software Inc.		
		International Search Report of International Application No. PCT/US08/50447, dated 10, April 2008		
		International Search Report of International Application No. PCT/US06/24637, dated 01, August 2007		
		International Search Report of International Application No. PCT/US07/61806, dated 13, February 2008		
		International Search Report of International Application No. PCT/US05/05135, dated 26 October 2006		
		International Search Report of International Application No. PCT/US05/33973, dated 19 April 2006, Applicant SNAPin Software Inc.		
		U.S. NonFinal Office Action dated August 16, 2006 under Application 11/063,663, 15 pages		
		U.S. NonFinal Office Action dated January 26, 2006 under Application 11/063,663, 17 pages		
		U.S. NonFinal Office Action dated July 23, 2008 under Application 11/672,499, 11 pages		
		U.S. NonFinal Office Action dated September 17, 2007 under Application 11/063,663, 8 pages		

1

Examiner Signature	/Stephen D. Agosta/	Date Considered	04/05/2010
-----------------------	---------------------	--------------------	------------

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. \* CITE NO.: Those application(s) which are marked with an asterisk (\*) next to the Cite No. are not supplied (under 37 CFR 1.98(a)(2)(iii)) because that application was filed after June 30, 2003 or is available in the IFW. <sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> Applicant is to place a check mark here if English language Translation is attached.